

**TDEFIC RFP MDA906-02-R-0007**  
**QUESTIONS AND ANSWERS**

#83. Q: TRICARE Operations Manual, Chapter 1, Section 3.4 identifies the Telephone Inquiry standards. Please explain the difference between the following standards:

\* If transferred to an individual, 80% of all telephone calls shall be answered by an individual (not an answering machine) within 20 seconds.

\* If transferred to an individual, 95% of all calls shall be answered by an individual (not an answering machine) within 30 seconds.

A: It means that within 20 seconds, 80 percent of all calls must be answered by an individual, and that by 30 seconds, 95 percent, or another 15 percent of the total calls, must have been answered.

#84. Q: Question 11 still has an open question. Although the differences between the RFP and Operations Manual have been addressed, the question about definition of 35 seconds hold time still seems to be open. Please see the example provided. If a caller experiences 20 seconds on hold after being transferred from an automated response unit (ARU) to a Customer Service representative and the Customer Service representative puts another call on hold for 20 seconds during the conversation, has the 30 second hold time for the entire call been exceeded?

A: In the situation you describe, the standard has not been met, because the total "hold" time of 40 seconds exceeds the allowable total hold time of 30 seconds.

#85. Q: Section B. Form - Supplies or Services and Prices/Costs

(1) What does Unit indicator LT represent?

A: LT is an abbreviation for "Lot."

(2) (a) What is included as the [Contracting] Officer Directed Travel?

A: Following contract award, in the event the Government desires to consult with the contractor to discuss planning and development of new contract requirements or changes to existing requirements, contracting officer directed travel provides a mechanism for requesting contractor presence at meetings and conferences, and for funding associated expenses.

(2) (b) How does this travel requirement differ from other required travel?

A: There is no other required travel. The contractor must determine if any travel expenses need to be priced into the fixed rate and/or fixed price CLINs of the contract.

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(3) What are the electronic versus manual claim volume quantities to determine the total claims volume? How does the TMA define a claim? For example, is a claim defined as each line item transaction processed or all services filed within one claim?

A: Please note that Attachment L-4 indicates that as of June 2002, 88.8 percent of claims had been submitted electronically. TMA defines a claim as all services filed within one claim. Our counts are determined from the "Claim Form Type" value reported on the Health Care Service Record.

#86. Q: Section C

(1) C-3.3.4.1 How are the program authorizations communicated from the Managed Care Support Contractor to the TDEFIC contractor for the PFPWD, inpatient mental health, outpatient mental health visits and adjunctive dental?

A: The means of communication will be included in the Memorandum of Understanding the TDEFIC contractor negotiates with the Managed Care contractor. Please note that because by definition these patients have dual eligibility, in most cases TRICARE will be a secondary payer and the issue of authorization will be moot.

(2) C-3.3.4.1. Please define the population referred to in the class categorized as "under the jurisdiction of the Managed Care Support contractor". Is this the population that are turning age 65 and transitioning to becoming dual eligible for Medicare and TRICARE and the age 65 dual eligible retirees disabled and eligible for Medicare and TRICARE?

A: Your understanding is correct. It could also include individuals for whom the authorization was issued prior to the start of TDEFIC claims processing, but who did not receive the care until TDEFIC claims processing had begun.

(3) C-3.3.13 What criteria will be provided to the TDEFIC contractor in order to identify a civilian provider to avoid payment of claims by civilian physician in a MTF? What is the process for identifying civilian providers in the MTF and how are the claims handled when they are not payable?

A: The TDEFIC contractor should rely upon the information shown on the face of the claim. Unless there is a specific indication that the care was provided within an MTF, it should be assumed to have been provided in a civilian setting. If the care was clearly rendered within an MTF, it should be denied as non-covered.

(4) C-3.5.1.2. Please provide an explanation of the requirement to interoperate with the Government wide-area network?

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A: If such interoperability is necessary to allow the “read only” access by Military Treatment Facilities, Health Affairs, etc., as described elsewhere in the RFP and/or to access DEERS, the Duplicate Payment System or other similar operations, then it must comply with the MHS Technical Architecture.

(5) C-3.11.2. What are the contents or number of pages and size of the introductory packet that needs to be mailed to the beneficiary households who incurred claims since 1 October 2001? Will the TMA provide a current household estimate for the number of packets to be mailed?

A: Although the materials have not yet been produced, offerors should assume a single-sheet letter accompanied by a tri-fold brochure. We do not have an estimate of the number of households. Offerors should apply their best judgment to the count of dual eligibles found in Attachment L-5 to project the number of households.

#87. Q: Section F, para. 4.1 Transition-in. #13. What are the requirements for Public Notification Program?

A: The public notification program is the one-time mailing discussed above.

#88 Q: Section G, para. G.3.3.2 d – The RFP indicates that the TDEFIC can make daily draws on the Federal Reserve however, the TOM Chapter 3 Subsection 7.0 indicates that payments are paid 30 days from the date of the cycle that included or accepted the cleared TED file. Please confirm the payment process for claim reimbursements. Does TMA reimburse the contractor daily or 30 days after a TED file clears?

A: The citations in the question could not be found in the RFP or TOM. We believe you are referring to Section G-3.3.1 of the RFP, which does refer to daily draws from a designated Federal Reserve Bank for benefit payments. A similar statement concerning the 30 day payment question is in the TOM, Chapter 3, Section 9 concerning when claim rate will be paid.

Assuming that the sections intended are the ones noted, the RFP section cited refers to reimbursement of the dollars being paid out to beneficiaries and providers by the contractor while the TOM section refers to payments made to the contractor for its claim processing activities (claim rate).

#89 Q: Section H

(1) Performance Guarantees. How are performance guarantee penalties calculated when a TDEFIC contractor's process is delayed because of critical system downtime with other TMA contractors? For example, DEERS or the National Quality Monitoring Contractor.

A: When the TDEFIC contractor's process is delayed because of critical system downtime with other TMA contractors, the affected items (claims, responses, hold times, etc.) will, at the Government's option, be excluded from the calculation. The contractor's

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record of the circumstances causing the delay must be sufficiently detailed and contemporaneous to permit independent verification that events were beyond the control of the TDEFIC contractor.

(2) 2.7 & 2.8. What is the difference between the definition of retained claims and excluded claims?

A: Retained claims, per the definition in the Operations Manual are “Claims retained by the contractor for processing to completion or development. Contractors shall retain all claims that contain sufficient information to allow processing and all claims for which missing information may be developed from in-house sources, including DEERS and contractor-operated or -maintained electronic, paper, or film files.” “Excluded claims” as defined in Chapter 1, Section 3, 1.3.2 of the TOM are those which require external development (additional information) to process the claim to completion, possible Third Party Collection claims, claims requiring intervention by another Prime contractor, or claims requiring government intervention.

#90 Q: Section L, paragraphs L-14.9.6.5 and L-14.9.6.6. Is it permissible to submit a request to the Department of Labor to provide wage determinations for a state not listed after the September 16 deadline? If not, does the place of performance have to be primary in SC, WI, PA, or FL?

A: The Government will amend the RFP extend the deadline to close of business, 31 October 2002. The complete list of locations for which the government has requested wage determinations is listed in the table below. Performance is not limited to those locations, but note that a contract resulting from this solicitation must include wage determination(s) for the place where the contractor is located and/or where the contract will be performed. Please see FAR Part 22.1009-4 for more information, and FAR clause 52.222-49, Service Contract, Place of Performance Unknown (I.88 in the RFP).

**If you intend to submit a wage determination request to the contracting officer, the following information is required by the Department of Labor: County, city/town and state.**

**Locations - Wage Determination Requests**

<u>City/Town</u>	<u>County</u>	<u>State</u>
Florence	Florence	South Carolina
Columbia	Richland	South Carolina
Surfside Beach	Horry	South Carolina
Ft. Lauderdale	Broward	Florida

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Scranton	Lackawanna	Pennsylvania
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Madison	Dane	Wisconsin
Wausau	Marathon	Wisconsin
Oshkosh	Winnebago	Wisconsin

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Marion	Williamson	Illinois
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Birmingham	Jefferson	Alabama
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Albany	Albany	New York
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Sacramento	Sacramento	California
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Frankfort	Franklin	Kentucky
Lexington	Fayette	Kentucky
Louisville	Jefferson	Kentucky

Baltimore	Baltimore	Maryland
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Detroit	Macomb	Michigan
Grand Rapids	Kent	Michigan

N/A	Jackson	Missouri
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Charlotte	Mecklenberg	North Carolina
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Bismark	Burleigh	North Dakota
Fargo	Cass	North Dakota

Plano	Collin	Texas
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Ogden	Weber	Utah
Salt Lake City	Salt Lake	Utah

Virginia Beach	(Independent City)	Virginia
Herndon	Fairfax	Virginia

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